



MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *FC*
Bureau of Communication and Computer Services

DATE: January 14, 2003

SUBJECT: New Telecommunications Coordinator Orientation

The Central Management Services (CMS), Division of Telecommunications is offering a half-day orientation for new Telecommunications Coordinators. This orientation will provide basic information regarding available telecommunications products and services. Attendance will enable new Coordinators to more effectively utilize CMS to achieve their agency's telecommunications goals.

Telecommunications Orientation:

Date:	Wednesday, February 5, 2003	OR	Thursday, February 6, 2003
Time:	9 a.m. – 12 p.m.		9 a.m. – 12 p.m.
Location:	Capital City Center 130 W. Mason Street, Rm. 203 Springfield, Illinois 62702		Capital City Center 130 W. Mason Street, Rm. 203 Springfield, Illinois 62702

Orientation Topics:

- The role of the Agency Telecommunications Coordinator
- The role of the CMS Communications Systems Specialist (your agency's CMS representative)
- Standard and unique telecommunications products and services
- The voice and data ordering processes
- Order forms completion
- Routine versus non-routine orders
- Important contacts at CMS, Division of Telecommunications
- Understanding the billing process
- Cellular products and services
- Division of Telecommunications web site
- BCCS On-line Catalog

To register for the orientation, contact Sarah Zervas at (217) 524-2159. Space is limited and registrations will be accepted through January 29, 2003 on a first-come, first-served basis.